

## Your PWC Connections

is a bi-monthly newsletter for PWC customers and the community. If you have comments, concerns or suggestions for upcoming issues, please contact PWC's Communications/Community Relations Office.



## Upcoming Events

**4th Friday  
Downtown Fayetteville**  
Friday, February 23  
Friday, March 23  
theartscouncil.com

**Fayetteville Home Design  
& Remodeling Show  
Crown Complex**  
Clip the included coupon  
to save on the price of  
admission  
Friday, February 16-Sunday,  
February 18

**National Engineers Week**  
February 18-24

**Annual Water Changover**  
PWC temporarily stops  
adding ammonia to its  
water treatment disinfection  
process  
Thursday, March 1 -  
Saturday, March 31  
Visit faypwc.com for details

**Fix-a-Leak Week**  
March 19-25

**First Day of Spring**  
Tuesday, March 20

**4th Annual Power & Water  
Conservation Expo  
Skyview on Hay**  
FREE Admission  
Friday, March 23 &  
Saturday March 24  
Visit faypwc.com for details

**Good Friday  
PWC Offices Closed**  
Friday, March 30



## Safe Drinking Water ~ Our Commitment to You



Partnership  
for Safe Water

Fayetteville PWC is a member of the Partnership for Safe Drinking Water and is committed to treating water to a higher standard than the EPA requires. In fact, PWC has been honored for maintaining the standards of the program's Director's Award for nearly 20 years.

### Where Our Water Comes from & How it is Treated

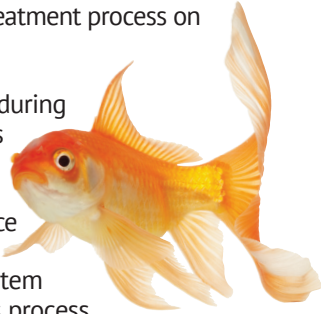
The water PWC treats for your use is surface water from the Cape Fear River and Glenville Lake. Water is processed at PWC's P.O. Hoffer Water Treatment Facility and Glenville Lake Water Treatment Facility. PWC uses the disinfection method chloramination, which uses both ammonia and chlorine. Chloraminated drinking water is perfectly safe for drinking, cooking, bathing and other daily uses. If water treated with this method is used for medical dialysis and aquatic pets, it requires pre-treatment to remove the ammonia.

### Annual Water Treatment Process Change in March

Each year, PWC is required to temporarily stop adding ammonia to its water treatment disinfection process by the NC Department of Environmental

Quality. Beginning Thursday, March 1, 2018, PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Sunday, April 1, 2018.

Because of the change, during March some water users may experience chlorine odor. Some users of water may also experience periods of discolored water a result of the system maintenance during this process. PWC will "flush" water out of the system by opening fire hydrants and allowing water to flow freely. Water customers should be aware that during March, there could still be traces of ammonia in the water that would need to be removed prior to the water being used in fish aquariums and ponds, kidney dialysis and some commercial manufacturing of food and beverages.



Customers with questions about this required procedure may contact PWC at 910-483-1382. Additional information about the water treatment process can be found on the PWC website.

## PWC Water Not Affected by GenX

With recent GenX reports, we understand the concern about safe drinking water. Please know that PWC water is safe and meets or exceeds all current EPA standards for safe drinking water. GenX found in the Cape Fear River is below the PWC/Fayetteville service area and has not affected your drinking water. Recent tests confirm GenX is not in PWC drinking water. State testing results are available at the NC Dept. of Environmental Quality website. (deq.nc.gov) Our most recent Water Quality Report filed with the state of North Carolina and the EPA can be viewed on our website.

## Trap it, Then Toss it

Smart food disposal can help protect our environment, our sources of drinking water, and your own property. Dumping grease, fats, and oil is not only illegal, but it can also cause sewage back-ups and flooding. Sewage back-ups can damage personal and public property. Do your part to prevent such accidents by following these guidelines for proper food disposal. Trap your grease, fat and oil, then toss it in the garbage!

- **DO** dispose of fats, grease and oils properly. Pour cooled fat, grease and used cooking oil into a disposable container (empty plastic food containers work well) and put it in the garbage. You can also pick up a free Fat Trapper, a reusable plastic container with foil bags, to collect grease – available anytime at the PWC Customer Service Center located at 955 Old Wilmington Road.
- **DO** use paper towels to wipe residual grease or oil off of dishes, pots and pans prior to washing them.
- **DO** check out PWC's special disposal information for residential and commercial customers at faypwc.com/cease-the-grease/.
- **DON'T** dump cooking oil, poultry fat and grease into the kitchen sink or the toilet bowl.
- **DON'T** depend on heavy-duty drain cleaners to fix a grease clog. These cleaners do not melt the grease. Grease re-solidifies inside sewer lines and causes blockages.

Get \$2 off

the admission price to the Fayetteville Home Design & Remodeling Show

The Fayetteville Home Design and Remodeling Show is February 16-18, 2018 at the Crown Expo Center. Be sure to visit PWC's booth for tips on how to lower your water and energy consumption. Plus, speak with conservation experts about ways to save at home and take home FREE useful conservation items like LED bulbs.

**Show Hours:**  
Friday: Noon – 8pm  
Saturday: 10am – 6pm  
Sunday: 11am – 8pm  
Friday: Seniors (65+) get in FREE\*  
Sunday: Military get in FREE\*

[www.fayettevillehomeshow.com](http://www.fayettevillehomeshow.com)

Adults: \$8 | Children 12 and under FREE with paying adult  
\*ID required for Senior and Military discounts. One coupon per person

**HOME  
DESIGN  
&  
REMODELING  
SHOW**



Check Out PWC's  
YouTube Channel for  
Cool (and Informative)  
Videos!

Subscribe  
to our  
YouTube  
Channel for videos about  
key PWC programs and  
services. It's another  
way we're reaching out  
to customers in our  
community to keep  
you informed. Visit us  
at online at faypwc.  
com for additional news  
and information and  
remember to like us on  
Facebook and Twitter!

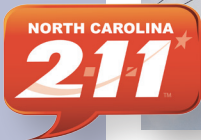


NC211 ~ Do You Need  
Help, But Don't Know  
Where to Turn?

Cumberland County  
residents can dial 2-1-1  
for FREE! NC211 is a  
24-hour, multilingual  
telephone referral  
service that offers  
information about:

- Affordable high  
quality child care
- Counseling and  
support groups
- Health services
- Food, clothing and  
housing
- Services for seniors  
and the disabled

Visit NC211 online  
at [www.nc211.org](http://www.nc211.org)  
for additional  
information includ-  
ing a referral database  
of hundreds of health and  
human service programs.



PWC On the Air

You can watch *Your PWC  
Connections* anytime  
on PWC's website and  
YouTube Channel, or  
watch nightly on Fay TV  
(the City of Fayetteville's  
government access  
channel on Spectrum  
Cable channel 7).

# Experience the Expo!

The 4<sup>th</sup> Annual Power and Water  
Conservation Expo is scheduled for Friday,  
March 23 and Saturday, March 24 at  
*SkyView on Hay* in Downtown Fayetteville.  
The expo is **FREE** and open to the public.  
Learn ways to save on your energy and  
water bill, fill up your complimentary reus-  
able tote with handy conservation items  
like LED bulbs, Dogwood Tree seedlings,  
and Fat Trappers! In addition, meet PWC  
Linemen, Conservation Experts, and more!  
Look for other important details about the  
Power and Water Conservation Expo in this  
newsletter, on PWC's social media pages  
and website.



## Planting a Tree for NC Arbor Day? Plan Before You Plant!

Friday, March 16, 2018 is designated as NC Arbor Day. Please keep the following tips in mind if you're planning to plant a tree:

- When planting under or within 25 feet of power lines, only plant shrubs or trees that won't grow more than 20 feet high.
- Before you plant a tree, shrubs, or garden plants, make sure you know where your underground lines are. Just call NC 811 or visit [www.nc811.org](http://www.nc811.org). They will locate and mark utility line locations. It's smart, safe and best of all...free!
- Do not plant near utility underground transformers – those green boxes used when electric services are underground.

Be sure to visit PWC at the Power and Water Conservation Expo to receive a free tree seedling (while supplies last).



**TREE POWER**



## Stay Safe this Spring

Spring is just around the corner and for many that means you're just itching to spend some time **outside, once** you make sure that the itching isn't from allergies. It's easy to get outside and enjoy the season. Whether you spend your time flying a kite or fixing up your yard, here are some outdoor safety tips for you and your family.

- Keep away from all overhead wires, especially power lines.
- A kite in power lines is a lost kite -- never try to retrieve it!
- Stay away from utility poles, guy-wires and pad-mounted transformers. Do not climb on any electrical equipment.
- Ladders, even wood, can be dangerous. Keep all ladders at least 10 feet away from power lines.
- Inspect power tools, extension cords and appliances for fraying, broken plugs or damaged housing. Repair or replace damaged items.
- Always unplug outdoor tools and appliances when not in use.
- Electricity and water do not mix – never mow a wet lawn with an electric lawnmower, trimmer or edger. Never attempt to trim trees that are close to or touching power lines. If you see tree limbs on power lines, contact Fayetteville PWC immediately at 910-483-1382.

For more electrical safety information, go to [faypwc.com](http://faypwc.com).